

## Troubleshooting

### Problem & possible solutions

#### Sound is weak:

Increase the volume

Recharge the hearing aid

Clean or exchange the dome or wax protector

#### Hearing aid emits whistling sounds:

Reinsert the receiver until it fits securely

Decrease the volume

Clean or exchange the dome or wax protector

#### Sound is distorted:

Decrease the volume

Recharge the hearing aid

Clean or exchange the dome or wax protector

#### Hearing instrument emits spontaneous signal tones:

Recharge the hearing aid

#### Hearing aid does not work:

Turn the hearing aid on

Recharge the hearing aid

Power-on-delay is active. Wait several seconds and check again

Clean or exchange the dome or wax protector

Consult your Hearing Care Professional if you have further problems

# Bi-Core C R-Li Quick Start Guide



This is not a substitution for reading your Owner's Manual.  
For more in depth instructions, please refer to your Owner's Manual.

### 1. Charge your hearing aids:

Insert as shown in picture until LED blinks green



#### LED Status description

**No LED:** charger not connected to power supply or charger turned off

**Blinking Green LEDs:** charging

**Solid Green LEDs:** charge complete if charger connected to power outlet

### 2. Turn your hearing aids on

- Your hearing aids turn on automatically when removed from the charger
- They are programmed to have a start-up delay to allow you to insert without whistling
- You will hear a melody during the start-up

6 Second     12 Second     18 Second

### 3. Insert your hearing aids

- Grasp receiver/dome between your thumb and forefinger
  - Insert dome into your ear canal
  - Gently work dome into proper position by slightly adjusting it until it is firmly seated in your ear
- Lift the hearing aid over the top of your ear
  - Adjust it to fit behind your ear
  - Press slightly for a secure and comfortable fit
  - Place retention strand into the bottom "bowl" of your ear (if applicable)



### 4. Using your hearing aids

- Your hearing aids feature Wireless Sync, which automatically adjusts both hearing aids simultaneously to reflect changes in your hearing environment
- The rocker switch control on your hearing aids may be programmed to give you personal control of your hearing aids
- The functions for short and medium press will change both hearing aids simultaneously

Your controls	Press		
	Short (1 second)	Medium (2 seconds)	Hold*
	L R	L R	L R
Volume Up/Down	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	-
Program Up/Down	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	-
TV Stream	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	-
Power On/Off	-	-	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>

\*Press and hold until hearing aid turns on/off

Your hearing aids may be programmed to alert you when you are making changes to your hearing aids or when your battery needs replacing

Signal tones	L	R
Program Change	<input type="checkbox"/>	<input type="checkbox"/>
Volume Change	<input type="checkbox"/>	<input type="checkbox"/>
Volume Limit	<input type="checkbox"/>	<input type="checkbox"/>
Volume On Position	<input type="checkbox"/>	<input type="checkbox"/>
Low Battery	<input type="checkbox"/>	<input type="checkbox"/>
Bluetooth On/Off	<input type="checkbox"/>	<input type="checkbox"/>
Power On/Off	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>